

**From:** [Velocity Claims](#)  
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# Velocity Risk ®

## We're Here to Support You After Hurricane Helene

We hope you and your families are safe following the impacts of Hurricane Helene. Our hearts go out to the people whose lives and property have been affected by the storm, and our greatest concern is for the safety of everyone impacted.

We understand the challenges this storm has brought, and we want to remind you that we are here to support you every step of the way.

### How to File a Claim

All customers may call us 24/7 at 844-878-2567 or report a new claim online.

[Report a Claim](#)

Commercial customers may also email their claim details:

[Middle Market](#)

#### Already filed a claim?

Call 844-878-2567 for all claim inquiries. Please email [claim documents](#), with customer claim number in the subject line. These documents are routed directly to the assigned account manager for handling.

#### Resources and FAQs:

To assist you further, we've compiled a list of helpful resources on our website [velocityrisk.com](#).

As always, we are committed to helping you and your clients recover as smoothly as possible. If you have any questions or need additional support, do not hesitate to reach out to our team.

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